SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEFENDANTS				
ADRIANA RIZZA		1	L SYSTEMS, INC			
		110011111110111				
(b) County of Residence	of First Listed Plaintiff	County of Residence of	f First Listed Defendant			
(c) Attorney's (Firm Na	me, Address, Telephone Number and Email Add	iress)				
Craig Thor Kimmel, E	cauira) CONDEMNATION CASES, US NVOLVED.	E THE LOCATION OF THE		
Kimmel & Silverman,		DANG II	NYOU TED,			
30 E. Butler Pike		Attorneys (If Known)				
Ambler, PA 19002						
(215) 540-8888		+				
II. BASIS OF JURISI	DICTION (Place an "X" in One Box Only)	III. CITIZENSHIP OF P	RINCIPAL PARTIES(
O I U.S. Government	■ 3 Federal Question	(For Diversity Cases Only)	F DEF	and One Box for Defendant) PTF DEF		
Plaintiff	(U.S. Government Not a Party)	Citizen of This State	1 D 1 Incorporated or Pri	ncipal Place 🔘 4 🔘 4		
			of Business In This	State		
☐ 2 U.S. Government	O 4 Diversity	Citizen of Another State				
Defendant	(Indicate Citizenship of Parties in Item III)		of Business In A	another State		
		Citizen or Subject of a	3 🗇 3 Foreign Nation	06 06		
THE NUMBER OF STREET		Foreign Country				
IV. NATURE OF SUI	T (Place an "X" in One Box Only) TORTS	****FORFETTURE/PENALTY	POSSO DE LA COMPANIA DEL COMPANIA DE LA COMPANIA DE LA COMPANIA DEL COMPANIA DE LA COMPANIA DE L	OTHERSTATUTES		
🗇 110 Insurance	PERSONAL INJURY PERSONAL INJUR		1 422 Appeal 28 USC 158	☐ 400 State Reapportionment		
☐ 320 Marine	☐ 310 Airplane ☐ 362 Personal Injury		O 423 Withdrawal	410 Antitrust		
130 Miller Act	☐ 315 Airplane Product Med. Malpractic Liability ☐ 365 Personal Injury		28 USC 157	430 Banks and Banking		
☐ 140 Negotiable Instrument ☐ 150 Recovery of Overpayment			***PROPERTY/RIGHTS	☐ 450 Commerce ☐ 460 Deportation		
& Enforcement of Judgment		al 🗇 640 R.R. & Truck	☐ 820 Copyrights	470 Racketeer Influenced and		
151 Medicare Act 152 Recovery of Defaulted	330 Federal Employers' Injury Product Liability Liability	650 Airline Regs.	830 Patent 840 Trademark	Corrupt Organizations 480 Consumer Credit		
Student Loans	☐ 340 Marine PERSONAL PROPER	TY Sufety/Health		CJ 490 Cable/Sat TV		
(Excl. Veterans) 153 Recovery of Overpayment	345 Marine Product	☐ 690 Other EABOR	SOCIAL/SECURITY	810 Selective Service 850 Securities/Commodities/		
of Veteran's Benefits	350 Motor Vehicle 380 Other Personal	C 710 Fair Labor Standards	☐ 861 HIA (1395ff)	Exchange		
160 Stockholders' Suits	☐ 355 Motor Vehicle Property Damag	Act	🗇 862 Black Lung (923)	☐ 875 Customer Challenge		
190 Other Contract 10 195 Contract Product Liability	Product Liability		☐ 863 DIWC/DIWW (405(g)) ☐ 864 SSID Tide XVI	12 USC 3410 890 Other Statutory Actions		
196 Franchise	Injury	& Disclosure Act	☐ 865 R\$1 (405(g))	☐ 891 Agricultural Acts		
REAL PROPERTY 3 210 Land Condemnation	CIVIL RIGHTS PRISONER PETITIO 441 Voting U 510 Motions to Vaca		■ FEDERAL TAX SUITS □ 870 Taxes (U.S. Plaintiff	892 Economic Stabilization Act 893 Environmental Matters		
220 Foreclosure	☐ 442 Employment Sentence	791 Empl. Ret. Inc.	or Defendant)	894 Energy Allocation Act		
230 Rent Lease & Ejectment 240 Torts to Land	Habeas Corpus: Accommodations	Security Act	D 871 IRSThird Party	895 Freedom of Information		
C 245 Tort Product Liability	1 444 Welfare	**************************************	26 USC 7609	Act O 900Appeal of Fee Determination		
D 290 All Other Real Property	445 Amer, w/Disabilities - 540 Mandamus & O	her 🗇 462 Naturalization Application	1	Under Equal Access		
	Employment	463 Habeas Corpus - Alien Detainee		to Justice © 950 Constitutionality of		
	Other	☐ 465 Other Immigration		State Statutes		
	D 440 Other Civil Rights	Actions				
		i]			
V. ORIGIN (Place				41 4+ ********		
(********	an "X" in One Box Only) emoved from 🌐 3 Remanded from (erred from G 6 Multidistr	Appeal to District judge from		
	late Court Appellate Court	Reopened another	r district " f itiontion			
	Cite the U.S. Civil Statute under which you a					
VI. CAUSE OF ACTI	ON Brief description of cause: Fair Debt Collection Practices A		-	3		
VII. REQUESTED IN			CHECK VES ABLV	if demanded in complaint:		
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND:	,		
			VORT DEMAND.	216 216		
VIII. RELATED CAS	(See instructions): JUDGE		DOCKET NUMBER			
Eugles winds	· · · · · · · · · · · · · · · · · · ·	/	<u> </u>			
Explanation:		1/m				
418111		//1				
DATE	SIGNATURE C	FATTORNEY OF RECORD				
		/				

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be us assignment to appropriate calendar.	sed by counsel to indicate the category of the case for the purpose of		
Address of Plaintiff: 2729 Regency Oak Ln., Oc	hndo. FL 32933		
Address of Defendant: 507 Production Road Hars	Mam, PA 19044		
Place of Accident, Incident or Transaction:			
(Usc Reverse Side For Addi			
Does this civil action involve a nongovernmental corporate party with any parent corporation and			
(Attach two copies of the Disclosure Statement Form In accordance with Fed.R.Civ.P. 7.1(a))	Yes 🗆 No 🗹		
Does this case involve multidistrict litigation possibilities?	YesD NoD		
RELATED CASE, IF ANY.	D . m		
Case Number: Judge	Date Terminated:		
Civil cases are deemed related when yes is answered to any of the following questions:			
1. Is this case related to property included in an earlier numbered sult pending or within one year p	previously terminated action in this court?		
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit action in this coun?	110		
action in this coun?	Yes D No D		
3. Does this case involve the validity or infringement of a patent already in suit or any earlier num			
terminated action in this court?	Yes□ No□		
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights ca	ase filed by the same Individual?		
	Yes No No		
CIVIL: (Place ✓ in ONE CATEGORY ONLY)			
A. Federal Question Cases: 1. □ Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases: 1. Insurance Contract and Other Contracts		
2. © FELA	D Airplane Personal Injury		
3. □ Jones Act-Personal Injury	3. Assault, Defamation		
4. 🗆 Antirust	4. Marine Personal Injury		
5. © Patent	5. © Motor Vehicle Personal Injury		
6. □ Labor-Management Relations	6. D Other Personal Injury (Please		
o. — Labor-Management Relations	specify)		
7. Civil Rights	7. Products Liability		
8. 🗆 Habeas Corpus	8. Products Liability — Asbestos		
9. Securities Act(s) Cases	9. All other Diversity Cases		
10. □ Social Security Review Cases	•		
11. X All other Federal Question Cases \5 U.S.C. \U92	(Please specify)		
(Please specify)			
ARBITRATION CERTIF			
D Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and bel	inf the demonstration to this shall notice and counsed the sum of		
\$150,000.00 exclusive of interest and costs;	ier, the damages recoverable at this civil action case exceed the sum of		
□ Relief other than monetary damages is sought.			
DATE 4/8/11 Crain That Kimmel	57105		
Attorney-at-Law	Attorney I.D.#		
NOTE: A trial de novo will be a trial by Jury only if there i	nas been compliance with F.R.C.P. 38,		
I certify that, to my knowledge, the within case is not related to any case now pending or wit except as noted above.	hin one year previously terminated action in this court		
Well Oraid Mar Kingnal	571 pm		
DATE:	Attorney I D #		

CIV, 609 (6/08)

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Andriana S	Rizza	:	CIVIL ACTION	
WCO Financi	v. al Systems, Ir)C.:	NO.	
filing the complaint and side of this form.) In designation, that defen	e a Case Management d serve a copy on all de the event that a defe dant shall, with its firster parties, a Case Man	Track Designation fendants. (See § 1 ndant does not ag st appearance, subnagement Track De	action Plan of this court, couns a Form in all civil cases at the time to the plan set forth on the regree with the plaintiff regarding mit to the clerk of court and ser esignation Form specifying the	me of verse said ve on
SELECT ONE OF TH	HE FOLLOWING C	ASE MANAGEM	ENT TRACKS:	
(a) Habeas Corpus – C	Cases brought under 28	3 U.S.C. § 2241 th	rough § 2255.	()
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.				
(c) Arbitration - Cases required to be designated for arbitration under Local Civil Rule 53.2.				
(d) Asbestos – Cases in exposure to asbesto	nvolving claims for pe os.	ersonal injury or pr	operty damage from	()
(e) Special Manageme commonly referred the court (See rev	nt – Cases that do not to as complex and the erse side of this form	at need special or i	intense management by	
management cases.)	ror a actanea expan	anation of special	()
(f) Standard Managen	nent - Cases that do no	ot fall into any one	of the other tracks.	X
Date Date	Gaig Tho	Kimmel	Andriana Kizza	
215-540-8888	<u> </u>	-28GY	Kimmelocreditlaw.	cum
Telephone	FAX Nun	iber	E-Mail Address	

(Civ. 660) 10/02

1 IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA 2 3 ADRIANA RIZZA 4 Plaintiff 5 6 Case No.: ٧. 7 COMPLAINT AND DEMAND FOR NCO FINANCIAL SYSTEMS, INC., JURY TRIAL 8 Defendant 9 (Unlawful Debt Collection Practices) 10 COMPLAINT 11 12 ADRIANA RIZZA ("Plaintiff"), by and through her attorneys, KIMMEL & 13 SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, 14 INC., ("Defendant"): 15 INTRODUCTION 16 17 Count I of Plaintiff's Complaint is based on the Fair Debt Collection 1. 18 Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA"). 19 JURISDICTION AND VENUE 20 21 Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), 2. 22 which states that such actions may be brought and heard before "any appropriate 23 United States district court without regard to the amount in controversy," and 28 24 25

U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania, and therefore, personal jurisdiction is established.
 - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
- 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Orlando, Florida, 32833.
- 7. Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. § 1692k(a), and Wenrich v. Cole, 2000 U.S. Dist. LEXIS 18687 (E.D. Pa. Dec. 22, 2000).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road, Horsham, Pennsylvania, 19044-2308.
- 9. Defendant is a debt collector as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff when seeking to collect a consumer debt of another person.

 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

- 11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.
- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false,

deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively

 disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. Beginning in or around September 2010, and continuing through November 2010, Defendant and others it retained constantly and continuously placed harassing collection calls to Plaintiff seeking and demanding payment for an alleged consumer debt of another individual, Alexandro Rizza.
- 16. Upon information and belief, the alleged debt Defendant was seeking to collect arose out of transactions primarily for personal, family, or household purposes.
 - 17. Defendant placed repeated calls to Plaintiff's home telephone.
- 18. Defendant identified the debtor as Alexandro Rizza ("Mr. Rizza"), who is Plaintiff's adult son.
 - 19. Defendant informed Plaintiff that Mr. Rizza owed \$212.06.
- 20. On numerous occasions, Plaintiff informed Defendant that Mr. Rizza did not live with her, that this phone number did not belong to Mr. Rizza, and to stop calling her.
- 21. Defendant argued with Plaintiff, and speaking in raised and loud voices, insisted that Mr. Rizza lived with Plaintiff.
 - 22. Furthermore, despite Plaintiff's requests and instructions not to contact

 her about Mr. Rizza, Defendant continued to contact Plaintiff.

- 23. In its attempts to collect a debt, Defendant contacted Plaintiff, on average, at least two (2) times a day, causing Plaintiff to receive at least twenty (20) collection calls a month.
- 24. The repetitive calls to Plaintiff were disturbing, harassing, an invasion of privacy and caused Plaintiff to not answer her phone.
- 25. Further, it was inconvenient for Plaintiff to receive Defendant's collection calls, since this was not her debt and she had advised Defendant on numerous occasions that Mr. Rizza did not reside with her.
- 26. Defendant failed to investigate or verify contact information prior to and after calling Plaintiff.
- 27. Defendant failed to update its records to avoid further harassment of Plaintiff.
- 28. Defendant conducted its collection activities in ways that were factually misrepresented and in violation of the FDCPA.

CONSTRUCTION OF APPLICABLE LAW

29. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996);

see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).

- 30. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 31. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting,

against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. <u>Clomon</u>, 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 32. Defendant violated the FDCPA based on the following:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated §1692b(2) of the FDCPA by informing Plaintiff that another individual owed a debt;
 - c. Defendant violated §1692(b)(3) of the FDCPA by calling Plaintiff more than once in connection for the collection of a debt for another individual;
 - d. Defendant violated §1692c(b) of the FDCPA by communicating with Plaintiff about a debt allegedly owed by another individual;
 - e. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - f. Defendant violated §1692d(5) of the FDCPA by causing a telephone to ring and engaging Plaintiff in telephone conversations repeatedly and continuously with the intent to annoy, abuse, and harass Plaintiff; and

- g. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt.
- 33. As a result of the above violations of the FDCPA, Defendant is liable to Plaintiff in the sum of Plaintiff's actual damages, statutory damages, and attorney's fees and costs.

WHEREFORE, Plaintiff, ADRIANA RIZZA, respectfully requests judgment be entered against Defendant, NCO FINANCIAL SYSTEMS, INC., for the following:

- a. Declaratory judgment that Defendant's conduct violated the Fair Debt Collection Practices Act,
- b. Statutory damages pursuant to the Fair Debt Collection Practices Act, 15 U.S.C. § 1692k,
- c. Actual damages,
- d. Costs and reasonable attorneys' fees pursuant to the Fair Debt Collection Practices Act, 15 U.S.C. § 1692k
- e. Any other relief that this Honorable Court deems appropriate.

2

3

5

6 7

8

9

10

12

13 14

15

16

17

18

19

20 21

22

23 24

25

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, ADRIANA RIZZA, demands a jury trial in this case.

DATED: 4 8 11

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

Craig Thor Kimmel Attorney ID # 57100 Kimmel & Silverman, P.C.

30 E. Butler Pike Ambler, PA 19002

Phone: (215) 540-8888 Fax: (877) 788-2864

Email: kimmel@creditlaw.com